



Department Description

The Department of Neighborhoods serves as the front door to the City by providing information and services to Columbus residents so all neighborhoods are strong and vibrant. The Department seeks to empower and engage residents through programs and services including the 311 Customer Service Center, Neighborhood Liaison Program, and the Community Relations Commission.

Department Mission

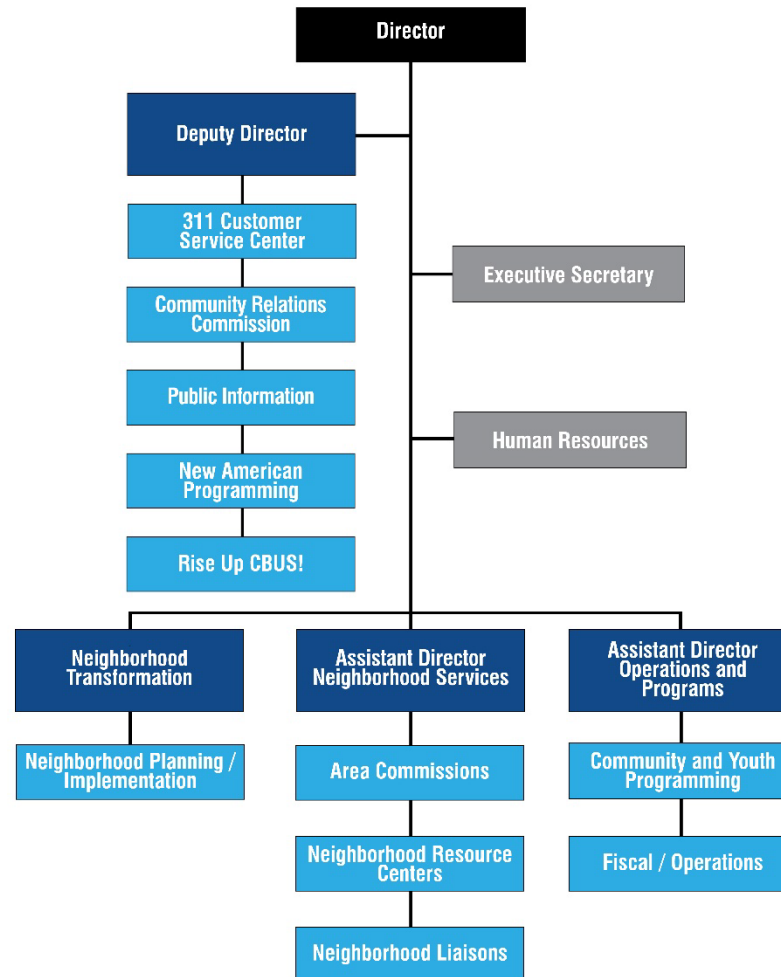
To connect Columbus residents to city services, community resources, and foster partnerships that support programs and services that enhance the quality of life for residents.

Neighborhood Liaisons work across department lines to get results for resident requests, problems, and questions. The city has been divided into service areas and a liaison has been assigned to each of the areas to work directly with the residents and neighborhood organizations. The liaisons are housed within the **Neighborhood Resource Centers**, formerly known as Neighborhood Pride Centers, and are the direct communications link between the City and the community. Each Resource Center is a one-stop shop for city services and is dedicated to protecting the health, safety, and welfare of the families living in the area.

The **Community Relations Commission** helps to address issues of discrimination in the community. The Commission provides formal and informal mediation to help resolve discrimination complaints and has the power to levy civil penalties in cases when discrimination has occurred. The Commission also provides educational programming to raise awareness of the protections from discrimination that are provided within the Columbus City Code.

The **311 Customer Service Center**, also known as “311”, is the single point of contact for all non-emergency city service requests and is available to residents, city businesses, and visitors. Through a new website, mobile application, and customer relationship management (CRM) system, 311 is focused on providing access to city services and city information with the highest possible levels of customer service.

Budget Summary				
Fund	2021 Actual	2022 Actual	2023 Budget	2024 Proposed
General Fund	7,904,497	9,965,146	10,059,511	13,470,428
Department Total	\$ 7,904,497	\$ 9,965,146	\$ 10,059,511	\$ 13,470,428

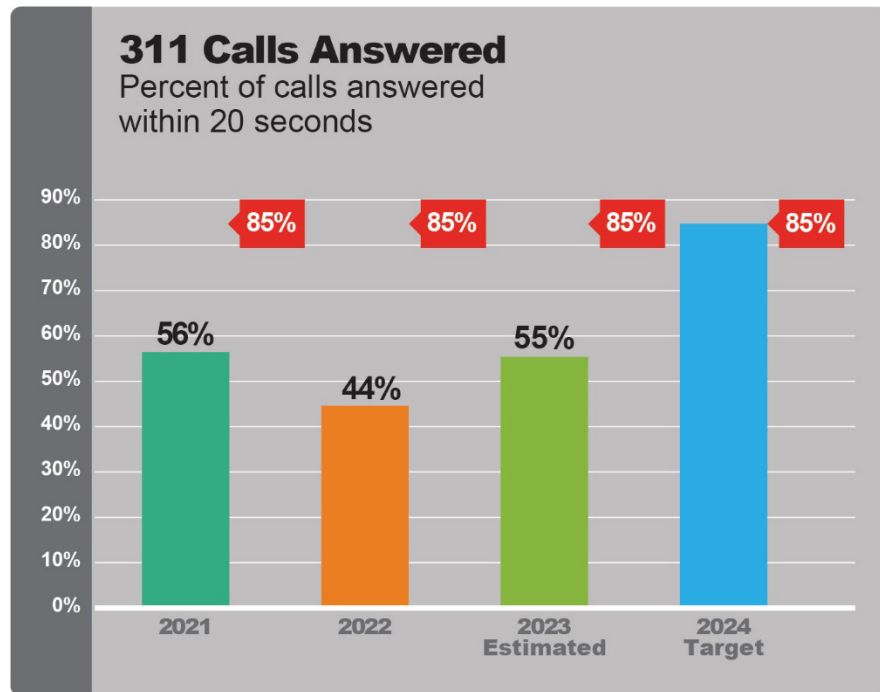


2024 BUDGET NOTES

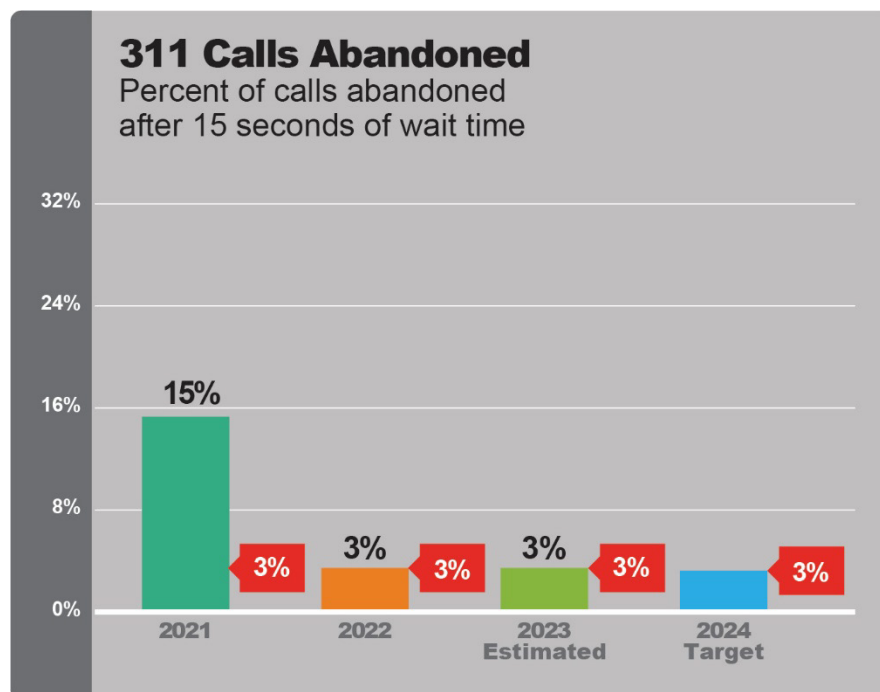
The proposed funding for the Department of Neighborhoods and the budget includes 67 full-time employees and 2 part-time student interns. Noteworthy programs, opportunities, and items of importance are as follows:

- The department has budgeted \$140,000 to address blight and clean-up illegal dumping in alleys.
 - The One Linden and Envision Hilltop community plans will continue to guide projects, initiatives, and programs that will advance the priorities identified by the community. This includes continued support for the One Linden Schools Student Success Initiative (OLSSSI), as well as, the Healthy Homes exterior home repair program. For the Hilltop, work will focus on supporting small businesses, engagement with the Mid-Ohio Farm located on Wheatland Avenue and continuing work to ensure alignment between the Envision Hilltop Plan and the new Early Childhood Center, opened in spring of 2023. In addition, the kickoff of the Eastland Community Planning is currently underway to envision a new future for the Eastland area.
 - Support of the My Brother's Keeper program continues to address opportunity gaps for boys and men of color in our community, as well as the impact of community trauma, and is funded for 2024 at \$75,000.
 - The Commission on Black Girls, will continue work to advance equity for black girls in Columbus, including programming focused on mentoring and providing leadership experiences and is funded at \$75,000 for 2024.
 - Funding for the New Americans program continues in 2024 to assist with the assimilation of new Americans arriving in Columbus from other countries. In addition, funding continues for translation and interpretation services in 2024.
 - The New American Leadership Academy (NALA) funding will continue in the amount of \$50,000. This funding will allow NALA alumni to remain engaged and involved in the program through the NALA Alumni Summit.
 - Support of the Columbus Neighborhood Community Grants program (CNCG) will continue in 2024 and is budgeted at \$20,000. In the past, the CNCG program provided funding for various activities including National Night Out and community safety initiatives.
 - The Martin Luther King Jr. Day celebration and Black History Month programming will continue in 2024. Given the timing of the annual events, in January and February respectively, funding is typically included in the prior fiscal year's operating budget for the following year's programming.
 - Support and additional training for area commissions will continue in 2024 through the allocation of \$77,500; of which \$15,000 is allocated for training purposes.
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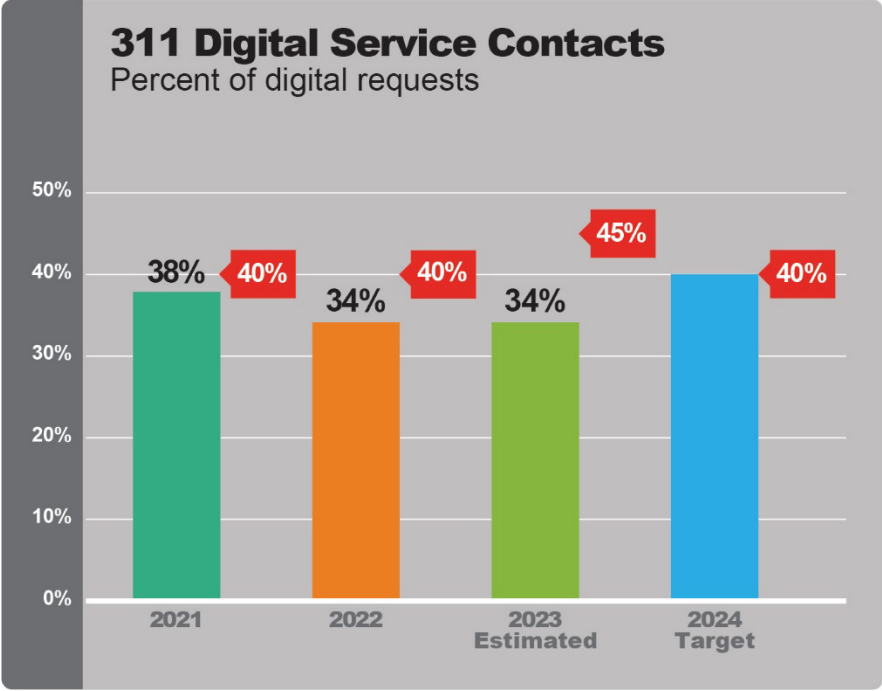
PERFORMANCE MEASURES



Providing excellent customer experiences is a top priority for the 311 Customer Service Center when connecting residents to City services and neighborhood resources. The Department of Neighborhoods renews its commitment to achieving the industry best practice of answering 85 percent of all calls received into the Service Center within 20 seconds.



Connecting to residents who seek information or resources is essential to providing quality customer service. The Department has set a goal that three percent or less of all calls received will be abandoned after 15 seconds of wait time.



Ensuring residents have easy access to City services and can submit a service request in multiple formats is important to provide high quality customer service. The Department is implementing system enhancements to effectively accommodate the growing demand for web based submission of questions and service requests. In 2024, the goal is for at least 40 percent of all contacts received and processed by the 311 Customer Service Center to be submitted online using the OneView customer portal or mobile application.



Neighborhoods

Financial Summary by Area of Expense					
Division	2021 Actual	2022 Actual	2023 Budget	2023 Projected	2024 Proposed
Neighborhoods					
General Fund					
Personnel	\$ 4,394,218	\$ 4,988,615	\$ 6,573,330	\$ 5,913,038	\$ 7,090,797
Materials & Supplies	52,380	89,159	88,000	163,000	104,200
Services	3,380,400	3,532,030	3,342,181	2,490,622	1,992,931
Other	-	1,302,842	3,500	3,814,544	4,230,000
Capital	25,000	-	-	-	-
Transfers	52,500	52,500	52,500	52,500	52,500
General Fund Subtotal	7,904,497	9,965,146	10,059,511	12,433,704	13,470,428
Department Total	\$ 7,904,497	\$ 9,965,146	\$ 10,059,511	\$ 12,433,704	\$ 13,470,428

Department Personnel Summary								
Fund	2021 Actual		2022 Actual		2023 Budgeted		2024 Proposed	
	FT	PT	FT	PT	FT	PT	FT	PT
General Fund								
Administration	47	1	50	0	65	2	67	2
Total	47	1	50	0	65	2	67	2

Operating Budget by Program					
Program	2023 Budgeted	2023 FTEs	2024 Proposed	2024 FTEs	
Administration	\$ 1,078,959	6	\$ 1,147,170	5	
Internal Services	23,573	0	32,581	0	
Fiscal	263,040	2	381,392	3	
Human Resources	204,329	2	233,657	2	
New Americans	360,761	3	289,462	2	
Community Relations	696,793	2	130,188	1	
311 Customer Service Center	2,820,816	33	3,062,546	35	
Neighborhood Pride	1,443,891	13	-	0	
Area Commissions	-	0	52,500	0	
Neighborhood & Agency Services	52,500	0	-	0	
Neighborhood & Community Planning	2,800,770	2	2,459,676	5	
Commission on Black Girls	314,079	2	309,395	2	
My Brother's Keeper Village	-	0	209,677	1	
Summer Youth Employment and Programming	-	0	3,100,000	0	
Community Engagement	-	0	680,000	0	
Rise Up CBUS	-	0	314,965	2	
Neighborhood Liaisons	-	0	1,067,219	9	
Department Total	\$ 10,059,511	65	\$ 13,470,428	67	



2024 PROGRAM GUIDE

ADMINISTRATION

To provide advocacy and leadership to the people of Columbus by educating citizens about cultural diversity, city services and resources, and by advocating for residents, identifying and resolving community tensions, and eliminating racism/discrimination through training and awareness programs.

INTERNAL SERVICES

To account for the internal service charges of the department necessary to maintain operations.

FISCAL

To ensure that department resources are managed and accounted for in a timely and accurate manner.

HUMAN RESOURCES

To provide quality services in the areas of employee relations, benefits, recruitment and retention, and organizational development.

NEW AMERICANS

To provide coordination and resources to the city, county, state, and community in a culturally sensitive manner, and to address the needs of our growing immigrant and refugee population by maximizing the effect of existing services in the City of Columbus and Franklin County.

COMMUNITY RELATIONS

To create strong connections between the neighborhoods of Columbus and all of our residents. Through the work of the Community Relations Commission, our vision of "Building a Community for All" can become a reality.

311 CUSTOMER SERVICE CENTER

To provide a single point of contact for residents to submit service requests and to receive information regarding non-emergency city services.

NEIGHBORHOOD PRIDE

To bring the services of city government to the people and provide a site for community members to meet and interact with city staff; including Rise Up CBUS! which seeks to build awareness of City and community services through events and outreach activities.

NEIGHBORHOOD AND AGENCY SERVICES

To provide direct services, technical assistance, and interaction with individuals, neighborhoods, civic organizations, and other related neighborhood groups, including area commissions.

NEIGHBORHOOD AND COMMUNITY PLANNING

To create a blueprint for community transformation focusing on five pillars: housing, education and workforce, transportation, small business and retail, and health and safety, in each of the city's opportunity neighborhoods.

COMMISSION ON BLACK GIRLS

To advance equity for black girls in Columbus by ensuring that they have opportunities to thrive without the disruption of systemic barriers that have traditionally impacted black girls.

MY BROTHER'S KEEPER VILLAGE

To advance equity for boys and young men of color in Columbus by addressing systemic barriers and building safe and supportive communities to create clear pathways to opportunities.

SUMMER YOUTH EMPLOYMENT AND PROGRAMMING

To guide youth to achieve personal goals and prepare for career paths through empowerment, education, and employment opportunities.

COMMUNITY ENGAGEMENT

To provide opportunities for the community to connect and engage in programming that helps to eliminate discrimination and remove the effects of past discrimination within the City of Columbus.

RISE UP CBUS

To build awareness and connect residents to City and community based programs and services that build economic stability, improve health and wellness, and foster safer, more resilient communities.

NEIGHBORHOOD LIAISONS

To address community needs through cross departmental engagement, providing a site for community members to meet and interact with city staff and boosting awareness of city programs.
